



# On Line With...

Volume 14 | October | 2012

## CPNI Update

### Customer Proprietary Network Information

It's time again, for our annual CPNI update. Customer Proprietary Network Information (CPNI) is defined as the data collected by telecommunications companies about a consumer's telephone calls including time, date, duration and destination number of each call. The type of network a customer subscribes to and any other information that appears on the consumer's telephone bill are also included in CPNI. This is mainly in reference to long distance calling. There have not been any significant changes in how CPNI is handled over the past several years.

Previously, telecommunications companies were able to sell this data to third party companies for marketing purposes. Telemarketers working on behalf of telephone companies such as MCI, AT&T and Qwest, among others, would attempt to either win back a customer or up-sell a customer with more services based on call detail. Essentially they would take your call detail without your knowledge and then try to sell you a plan they thought would be best for you. The Federal Communications Commission (FCC) stepped in with new rules regarding CPNI to protect your private information from unauthorized access.

A several years ago, the FCC implemented rules to further protect customer's CPNI. The adopted rules in the FCC CPNI Order restricted CPNI use and created new notification and reporting requirements. If a customer calls in to discuss their telephone bill or unbilled toll and does not have a copy of their bill, verification of identity is required. Identity can be verified in the following ways:

1. Password – **Secret word or phrase of your choice.**
2. Hint Questions – **Verification if you can't remember your password.**
3. Photo ID – **When visiting our offices in person.**
4. Callback – **Will call you back ONLY at the number you are inquiring about.**
5. Mailed Copy of Bill – **Will mail copy of bill ONLY to the address on record.**

Haviland Telephone Company has not and will not sell any CPNI to a third party. However, the ruling for stricter CPNI protection requires us to send written notification of different changes made to an account. Account name or address changes, set up of a new online account or passwords and hint questions being added or changed are among the changes that generate these notifications.



**SEE BACK OF THIS NEWSLETTER FOR  
IMPORTANT INFORMATION REGARDING  
CHANGES IN OUR BILLING SYSTEM.**

ARGONIA  
CITY LIMIT



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P.O. Box 308  
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Haviland KS, 67059  
Local: 620.862.5211  
Toll Free: 1.800.339.8052  
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COATS

CULLISON  
CITY LIMIT

ISABEL  
1887-1987

MULLINVILLE  
CITY LIMIT

NASHVILLE  
CITY LIMIT

NORWICH

RIVERDALE

SAWYER

WILMORE



Conway Springs Office  
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211 West Spring  
Conway Springs KS, 67031  
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Fax: 620.456.2120

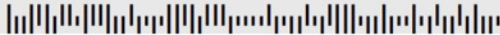
[www.havilandtelconews.com](http://www.havilandtelconews.com)

# New Billing System Will Have Minor Impact on Customers

HAVILAND TELEPHONE COMPANY  
104 N MAIN ST  
HAVILAND KS 67059

RETURN SERVICE REQUESTED

JANE DOE  
123 ANYWHERE LN  
HAVILAND KS 67059



Your Haviland Telephone bill is enclosed.

Here is what the new  
Haviland Telephone Bill  
envelopes will look like.

Haviland Telephone Company is in the process of transitioning to a new billing system. We will have more details for you in next month's newsletter, but here is a summary of what you can expect.

**New envelope.** Customers can expect to see a different style envelope in the mail at the end of December with your January bill. So keep your eyes open for the new format (see above!). Late notices will also be mailed mid-December with the new envelope format.

**Large Print Bills Now Available.** If you would like your bill in Large Print, please contact our office. Large Print bills will become available with the new bill format in January.

**Recurring bill payments.** Recurring payments will occur as scheduled.

**eBill changes.** The eBill system will be down the first week of December. Customers who are currently enrolled in the eBill system will receive additional information on how to login to the new system.

The location to access eBill from our website will not change. If you need assistance obtaining your balance, paying your bill, or logging into the new eBill system, please do not hesitate to contact our office.

## Haviland Telephone Office Schedule

October Bill Payments Due:

**October 15**

Disconnect Date:

**October 23**

## Just For Fun!

1. glance
- 2.
3. glance
4. glance
5. glance

RADANCINGIN

DAY

META  
META  
META  
META

ESROH  
RIDING



Connecting The World